



Health Services
LOS ANGELES COUNTY

**Los Angeles County
Board of Supervisors**

February 3, 2010

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John F. Schunhoff, Ph.D.
Interim Director

Robert G. Splawn, M.D.
Interim Chief Medical Officer

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TO: Each Supervisor

FROM: John F. Schunhoff, Ph.D. 
Interim Director

**SUBJECT: REQUEST TO AMEND INFORMATION
TECHNOLOGY SUPPORT SERVICES MASTER
AGREEMENT (ITSSMA) WORK ORDER 04-630
(PREVIOUSLY KNOWN AS N04-0373) WITH
MODIS, INC.**

This is to advise you of my intent to request the Internal Services Department (ISD) to amend the current ITSSMA Work Order 04-630, previously known as N04-0373, with Modis, Inc., to extend the term through January 31, 2011 and increase the total maximum amount by \$61,282 from \$299,999 to a new total maximum amount of \$361,281. In accordance with ITSSMA Guidelines, prior Board notice is required for projects that will exceed \$300,000.

BACKGROUND

The Computing Services (CS) Technology Support unit at the Department of Health Services (DHS) maintains desktop computer workstations to support workforce members at four sites: 313 N. Figueroa St., and 241 N. Figueroa Street., Los Angeles; 1000 S. Fremont Avenue, Alhambra; and 5555 Ferguson Dr., City of Commerce. CS Technology Support is not sufficiently staffed to provide timely desktop computer workstation support. This Work Order provides contracted staff to ensure this critical service.

SCOPE

The scope of work to be performed by the consultant includes the following:

- Assist with network client system upgrades, patch testing and installation, troubleshooting, and support.
- Perform desktop software installation, configuration, troubleshooting and repair for Novell GroupWise, Novell ZenWorks Configuration Manager, Microsoft Office, Microsoft Visio, Adobe Acrobat and other applications as needed.
- Assist with testing of new desktop software components.
- Escalate issues through appropriate service desks.
- Document issues and resolutions using work order tracking software.

- Support active Symantec desktop monitoring and abatement of virus and worm intrusions.
- Work with adjoining IT Security Teams to preserve system copies of viruses/worms for further forensic and final abatement processes in network.
- Support Active Pointsec desktop monitoring and workstation encryption to prevent data theft and tampering.
- Work with adjoining IT Security Teams to preserve system file log copies of changes or removal data for further forensic and final analysis.
- Install hardware, configure, troubleshoot, and repair desktop computer systems and peripheral devices.
- Provide laptop and projector presentation support services to DHS executive staff members.
- Supplement support service desktop call agents in responding to customer trouble calls.

JUSTIFICATION

DHS currently does not have sufficient full-time, permanent CS Technology Support personnel to support DHS workforce members. The Consultant provides necessary and qualified assistance to the CS Technology Support staff in providing their desktop computer services support for the four locations identified above.

Due to the current fiscal climate, DHS is unable to hire full-time County personnel. The Department can only augment its workforce through the use of the Consultant. If DHS is not able to obtain the technical services and skill set provided by the Consultant, the interruption of critical support will adversely affect DHS' ability to effectively and efficiently carry out DHS' mission, goals and objectives.

FINANCIAL IMPACT

The Consultant's hourly rates for this time and materials Work Order will remain the same throughout the extended term of the Work Order. Sufficient funds for this project are currently in the Fiscal Year 2009-2010 and 2010-2011 Health Services Administration operating budgets.

VENDOR	Work Order No.	Current Max. Amount	Proposed Increase	New Max. Amount
Modis, Inc.	04-630	\$299,999	\$ 61,282	\$361,282

NOTIFICATION TIMELINE


Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend the terms of this Work Order and increase the maximum dollar amount. If no objection is received from your Board by February 25, 2010, we will request that ISD proceed with the amendment of the Work Order.

If you have any questions or require additional information, please let me know.

JFS:gc

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Chief Information Office
Internal Services Department

NOTED AND APPROVED:


Richard Sanchez
Chief Information Officer

2-11-10
Date